

INSURANCE COMPLAINTS/5555

2002 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type—Private Passenger Automobile

Name	Complaints	2002 Illinois Direct Written Premium
AFFIRMATIVE INSURANCE COMPANY	87	67,141,969
ALLSTATE INSURANCE COMPANY	214	419,791,646
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	10	10,372,022
AMERICAN ACCESS CASUALTY COMPANY	100	25,106,399
AMERICAN AMBASSADOR CASUALTY COMPANY	106	43,930,076
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	80	236,161,966
AMERICAN FREEDOM INSURANCE COMPANY	82	9,292,756
AMERICAN HEARTLAND INSURANCE COMPANY	111	11,280,431
AMERICAN SERVICE INSURANCE COMPANY, INC.	194	36,171,157
APOLLO CASUALTY COMPANY	116	27,747,570
AUTO OWNERS INSURANCE COMPANY	13	28,050,268
CHICAGO MOTOR CLUB INSURANCE COMPANY	23	26,442,039
CONSTITUTIONAL CASUALTY COMPANY	22	15,920,643
COUNTRY MUTUAL INSURANCE COMPANY	33	308,369,070
ECONOMY PREFERRED INSURANCE COMPANY*	10	0
ECONOMY PREMIER ASSURANCE COMPANY	10	70,783,475
FARMERS AUTOMOBILE INSURANCE ASSOCIATION	15	60,458,126
FARMERS INSURANCE EXCHANGE**	11	0
FOUNDERS INSURANCE COMPANY	125	43,675,749
GALLANT INSURANCE COMPANY (liquidated 8/23/02)	75	n/a
GEICO GENERAL INSURANCE COMPANY	17	62,648,668
GENERAL CASUALTY COMPANY OF ILLINOIS	22	30,827,386
GRANGE MUTUAL CASUALTY COMPANY	12	21,026,005
HARTFORD ACCIDENT & INDEMNITY COMPANY	14	5,144,431
HARTFORD INSURANCE COMPANY OF THE MIDWEST	30	38,372,083
ILLINOIS FARMERS INSURANCE COMPANY	105	254,119,622
ILLINOIS NATIONAL INSURANCE COMPANY	13	15,054,560
INDIANA INSURANCE COMPANY	10	21,152,394
INTERSTATE BANKERS CASUALTY COMPANY	39	9,886,985
LIBERTY MUTUAL INSURANCE COMPANY	13	50,553
MADISON MUTUAL INSURANCE COMPANY	14	27,905,863
MEDMARC CASUALTY INSURANCE COMPANY	35	17,139,608
NATIONAL HERITAGE INSURANCE COMPANY	14	4,673,958
NATIONWIDE MUTUAL INSURANCE COMPANY	32	46,208,806
OAK CASUALTY INSURANCE COMPANY (liquidated 11/19/02)	38	n/a
PROGRESSIVE CASUALTY INSURANCE COMPANY	13	10,620,061
PROGRESSIVE HALCYON INSURANCE COMPANY	12	31,776,701
PRUDENTIAL PROPERTY & CASUALTY INSURANCE COMPANY	19	24,862,124
SAFECO INSURANCE COMPANY OF ILLINOIS	22	79,440,916
SAFEWAY INSURANCE COMPANY	68	24,973,926
STATE FARM FIRE & CASUALTY COMPANY	10	130,800,190
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	260	1,594,102,437
UNIQUE INSURANCE COMPANY	70	16,223,264
UNITED AUTOMOBILE INSURANCE COMPANY	36	18,603,638
UNITED EQUITABLE INSURANCE COMPANY	76	12,079,759
UNITED SERVICES AUTOMOBILE ASSOCIATION	19	49,438,057
UNIVERSAL CASUALTY COMPANY	411	50,504,134
USAA CASUALTY INSURANCE COMPANY	11	33,941,489
VALOR INSURANCE COMPANY (liquidated 8/23/02)	62	n/a
WEST AMERICAN INSURANCE COMPANY	11	20,297,618
WESTERN STATES INSURANCE COMPANY	12	9,082,823

*Company showing negative premium as business was taken over by another company in their holding group at mid-year.

**Company's 11 complaints filed in 2002 are reflective of business previously sold. Company wrote no new premium in this coverage in 2002.

For Coverage Type—Homeowners

Name	Complaints	2002 Illinois Direct Written Premium
ALLSTATE INSURANCE COMPANY	154	182,544,406
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	69	93,657,891
AUTO OWNERS INSURANCE COMPANY	13	15,786,959
COUNTRY MUTUAL INSURANCE COMPANY	36	105,759,807
ECONOMY FIRE & CASUALTY COMPANY	20	17,774,784
ECONOMY PREFERRED INSURANCE COMPANY*	29	0
ECONOMY PREMIER ASSURANCE COMPANY	15	46,980,135
FARMERS INSURANCE EXCHANGE	19	1,931,113
GENERAL CASUALTY COMPANY OF ILLINOIS	18	11,614,401
HARTFORD UNDERWRITERS INSURANCE COMPANY	12	13,122,022
ILLINOIS FARMERS INSURANCE COMPANY	154	118,273,468
INDIANA INSURANCE COMPANY	14	11,484,045
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	22	17,504,167
PRUDENTIAL PROPERTY & CASUALTY INSURANCE CO	35	15,883,539
SAFECO INSURANCE COMPANY OF ILLINOIS	44	30,059,914
STATE FARM FIRE AND CASUALTY COMPANY	246	554,780,310
TRAVELERS PROPERTY CASUALTY INS CO OF IL	10	27,057,954

*Company showing negative premium as business was taken over by another company in their holding group at mid-year.